

OBSERVATION REPORT #59

KPMG is unable to process Directory Listing Service orders submitted via EDI.

Issue 59.1

The following Directory Listing Service orders received queries that do not allow KPMG to proceed with these platform orders.

#	Order PON/VER	Date/Time Submitted	Query
1	015051P70X010012/AA	3/31/00 11:26 AM	"This is an AECN ID. It should be put through the CLEC GUI."
2	015051P70X010012/AB	4/3/00 4:05 PM	"ZKPM is a CLEC ID. It must be input via the CLEC GUI. It is reaching the resale acct group. We can not process your request."

Issue 59.2

For the two orders above, #1 and #2, the Bell Atlantic response/query did not provide KPMG with any contact information for the representative who worked the order.

Issue 59.3

The following phone calls made to the New England TISOC did not provide any additional information.

#	Date/Time	Phone Number Called	Rep	Rep Comments
3	4/3/00 2:45 PM	888 470-0777	Jeff	"Can not find the PON or anything under the BTN"
4	4/3/00 3:00 PM	888 470-0777	Dennis	"Can not find the PON or anything under the BTN. The PON is lost, please resend"

Assessment

Incomplete or inaccurate information provided by Bell Atlantic representatives on order responses can result in a CLECs inability to track orders and respond to error conditions.